INTRODUCTION

These "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" provide the measurements and performance standards that will be applicable to Bell Atlantic—Virginia, Inc. ("Bell Atlantic" or "BA"). A statement of the measurements and standards, the measurement methodologies, and geographic reporting areas, is included. Also included are a glossary and appendices that provide explanatory material related to the measurements and standards. The appendices contain a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of BA retail services and the delivery of BA wholesale services.

BA will prepare monthly performance reports setting forth the measured results for each metric. BA will furnish to the Virginia State Corporation Commission ("Commission") the following reports: the report for BA Retail performance; the report for CLEC Aggregate performance; the report for BA Affiliate Aggregate performance; and, the report for BA Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier ("CLEC"), BA will furnish to the CLEC the following reports: the report for BA Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for BA Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with BA and the agreement between BA and the CLEC has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

BA will initially provide the reports to the Commission and CLECs on computer disk(s). However, BA may elect to provide the reports by placing them on an Internet site.

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Ordering Interface

Definition:

- ***Response Time*** – For PO-1-01 through –06, response time is the amount of time, rounded to the nearest 1/100th of a second between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen. For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second between the issuance of a pre-ordering query and the receipt of an error message associated with a "rejected query."
- ***Average Response Time*** – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –07. Queries that "time-out" are excluded from the calculation of average response time.
- **Rejected Query** – A rejected query is a query that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, and which results in an error message back to the sender.
- **Time-out** – A time-out is a query for which the requested information or an error message is not provided within 60 seconds for PO-1-01 through –04, -06, and –07 or within 330 seconds for PO-1-05 Telephone Number Availability & Reservation. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

- Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

NOTE: *If response time aberrations occur due to failures of the EnView robot itself or the network between EnView and the CLEC Interface or between EnView and the BA OSS, BA will note such failure times and report the data without exclusion in a footnote on the report.*

Performance Standard:

For PO-1-01 through PO-1-07: For EDI and CORBA, parity with Retail plus not more than 4 seconds. For Web GUI, parity with Retail plus not more than 7 seconds, to be reduced to not more than 4 seconds by April 2001. Four to seven second difference allows for variations in functionality and additional security requirements of interface.
For PO-1-08: Not greater than 0.33%.
For PO-1-09: Parity with Retail plus not more than 10 seconds.
For PO-1-10: To be determined
For PO-1-11: 100% within 3 business days.

Methodology:

The measurements for PO-1 are derived from simulated pre-ordering queries generated by Bell Atlantic – New York's EnView system (formerly Sentinel). These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is measured through BA's CLEC Interface and its pre-ordering Operations Support System (OSS). EnView replicates the keystrokes of a CLEC representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering interface and the pre-ordering OSS.

Performance to BA retail is measured directly to and from BA's OSS. EnView replicates the keystrokes of a BA service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS.

EnView uses the same account numbers for the CLEC and BA retail simulations. EnView generates simulated CLEC and BA retail queries simultaneously and continuously throughout the day, Monday through Friday, 8 AM to 6 PM, excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. At least ten BA retail simulated queries are generated per hour for each type of query. At least ten CLEC simulated queries are generated per hour for each type of query for each available CLEC interface (currently EDI, WEB/GUI Corba)[1] without regard to CLEC usage of each interface. The total number of simulated queries depends on the average

response times.

Each query has a unique name based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid pre-ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

PO-1-10 Parsed CSR transactions – Total will be based on time stamps of actual transactions, excluding EnView transactions per time stamps contained in EcXpert system. This metric will be information, with no performance standard applied. Data to be reported based on transactions occurring between 8AM and 9PM.

Formula:

Σ Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.

Report Dimensions:

Company:	Geography:
· BA Retail[ii] · CLEC Aggregate · CLEC Specific (PO-1-10 only)	· State

Products	CLEC Aggregate: · EDI · CORBA · Web GUI

Sub-Metrics – PO-1 Response Time OSS Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of CSR transactions simulated by EnView.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of Due Date availability transactions simulated by EnView.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of address validation transactions simulated by EnView.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product and Service Availability.	Number of Product & Service availability transactions simulated by EnView.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation[iii]**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by EnView.

Sub-Metrics – (continued) Response Time OSS Ordering Interface

PO-1-06	**Average Response Time – Mechanized Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by EnView.

PO-1-07	Average Response Time – Rejected Query	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of rejected query transactions simulated by EnView.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Count of transactions that timeout	Total transactions
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Parsed CSR transactions	Number of Parsed CSR transactions simulated by EnView
PO-1-10	**Parsed CSR – CLEC Total**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CLEC CSR transactions	Number of Parsed CSR CLEC transactions

PO-1-11	% On Time Manual CSR – CLEC Total	
Calculation	**Numerator**	**Denominator**
	Number of CSRs which exceed size limits for electronic delivery that are delivered manually within 3 business days of time that BA obtains all necessary information from CLEC.	Number of CSRs which exceed size limits for electronic delivery that are delivered manually after BA obtains all necessary information from CLEC.

PO-2 OSS Interface Availability

"OSS Interface Availability" measures the time (measured in hours and minutes {as a percentage of an hour}) during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Pre-Ordering Interface—Scheduled Availability

- Prime Time: 6 AM to 10:00 PM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 10:00 PM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Maintenance Interface

- Prime Time: 6 AM to 12:01 AM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 AM ET to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Note: the number of hours of downtime will be noted in the reports under "observations".

Separate measurements will be performed and reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding.

EDI, Web GUI and CORBA.

BA will measure availability of the EDI, Web GUI and CORBA interfaces based on: (a) EnView measurement; and, (b) out of service troubles reported by CLECs.

EnView: EnView measurement of availability of the EDI, Web GUI and CORBA interfaces will be as follows:

The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each of EDI, Web GUI, CORBA and OSS. The hours of the day are divided into 6 minute measurement periods.

If an interface for any transaction type in a 6 minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6 minute measurement period is counted as "unavailable."

If it is determined that no transactions were issued, then the 6 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem. BA will include in its reports, as a footnote, the number of 6 minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 6 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 6 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 4800 6 minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30 day month. If twelve 6 minute measurement periods lack successful transactions, then availability equals [1-(12/4800)] x 100 = 99.75% Availability.

CLEC Trouble Reporting: Out of service troubles must be reported by CLECs to BA's designated trouble reporting point in accordance with Appendix L.

Electronic Bonding

BA will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, BA will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by BA, but not reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point in accordance with Appendix L.

Trouble Logs

Upon request by a CLEC in accordance with Appendix M, BA will make available for inspection by the CLEC BA's logs of CLEC reports that an interface is not available.

The following exclusions will apply with regard to troubles reported by CLECs: • Troubles reported but not found. • Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.
Metrics PO-2-01 and 03: No standard. **Metric PO-2-02:** 99.5%.
[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.
Each OSS Interface serving Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other states.)

PO-2-01	**OSS Interface Availability – Total**	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Products	EDI Pre-Ordering Web GUI Pre-Ordering CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
PO-2-03	**OSS Interface Availability – Non-Prime Time**	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours in Month.

PO-3 Contact Center Availability

Contact Center Availability – Hours of operation of BA Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center ["TISOC"]), and maintenance (Regional CLEC Maintenance Center ["RCMC"]). Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.

Speed of Answer.

TISOC

For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a BA call center's general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a BA representative assigned to handling CLEC calls, until the CLEC call is answered by a BA representative; and, (2) for a call initially placed by a CLEC representative to a BA call center representative assigned to that CLEC at the BA representative's direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available BA representative or to voice mail, until the call is answered by a BA representative or by voice mail.

RCMC

For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC's call management system until the CLEC call is answered by a BA representative.

Speed of Answer

- Calls directed to and answered by BA representatives assigned to the calling CLEC.
- Calls directed to voice mail when the voice mail system is not operating.

Metrics PO-3-01 and 03: No standard.

Metrics PO-3-02 and 04: 85% within 20 Seconds.

Center Hours of Operation: Not measured.

TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
RCMC: 24 hours per day, seven days per week.

- Each call center serving Virginia (each TISOC serving Virginia and each RCMC serving Virginia) (Note, a BA call center may handle CLEC calls not only for Virginia but also for other states. BA may combine measurement data for multiple states handled by a call center.)

PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-02	**% Answered within 20 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.
PO-3-03	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-04	**% Answered within 20 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.

PO-4 Timeliness of Change Management Notice

The percentage of change management notices (i.e., notices scheduling interface affecting changes) and change management confirmations sent within the applicable time-frames stated in the Performance Standard. Change confirmation documentation will not be considered available until all material changes in such documentation have been made.

The determination of whether the change management notice and the change management confirmation associated with an interface affecting change comply with the minimum notice intervals stated in the Performance Standard will be made at the time the change is implemented.

Change management notices and change management confirmations as to which BA and the CLECs agreed to an interval shorter than the interval stated in the Performance Standard.

Metric PO-4-01: 95% complying with applicable minimum interval stated below.
Metric PO-4-04: No standard.
Metric PO-4-05: No standard.
Metric PO-4-06: 0 (No change management notices or change management confirmations sent 8 or more days late.)

Timeliness Standards:

Change type	Change Management Notice: Interval between notification and implementation	Change Management Confirmation: Final Documentation Availability before implementation
Type 5 – CLEC originated	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 4 – Bell Atlantic originated	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 3 – Industry Standard	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	Not Applicable[1]

Products	Change Management Notice:	Change Management Confirmation:
	• Type 1 – Emergency Maintenance • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – CLEC originated	• Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – BA originated • Type 5 – CLEC originated

[1] Type 1: Change Confirmation is not applicable

PO-4-01	**% Change Management Notices and Change Management Confirmations Sent on Time – Total (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)**	
Calculation	**Numerator**	**Denominator**
	Number of change management notices and change management confirmations complying with minimum notice intervals.	Total number of change management notices and change management confirmations.
PO-4-04	**% Change Management Notices and Change Management Confirmations Sent on Time (Type 1-5, each type measured separately)**	
Calculation	**Numerator**	**Denominator**
	Number of change management notices and change management confirmations complying with minimum notice intervals.	Total number of change management notices and change management confirmations.
PO-4-05	**Average Delay days – Change Management Notices and Change Management Confirmations (Type 1-5, each type measured separately)**	
Calculation	**Numerator**	**Denominator**
	Total number of Delay days for change management notices and change management confirmations which were delayed.	Total number of change management notices and change management confirmations which were delayed (if total number = 0, then PO-4-05 value = 0).
PO-4-06	**Average Delay days – 8 plus days – Change Management Notices and Change Management Confirmations (Type 1-5, each type measured separately)**	
Calculation	**Numerator**	**Denominator**
	Total number of Delay days for change management notices and change management confirmations which were delayed for 8 or more days.	Total number of change management notices and change management confirmations which were delayed for 8 or more days (if total number = 0, then PO-6-04 value = 0).

PO-5 Average Notification of Interface Outage

The average amount of time that elapses between BA identification of an interface outage and BA notification to CLECs that an outage exists. Notice will be provided by electronic mail.

- None.

Not more than: 20 minutes.

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• Notification of interface outages for OSS interfaces serving Virginia (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Combined data.) (Note, an OSS interface may handle CLEC transactions not only for Virginia but also for other states.)

PO-5-01	Average Notice of Interface Outage	
Calculation	**Numerator**	**Denominator**
	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by BA	Total number of interface outages for which notice was given

PO-6 Software Validation

BA maintains a test deck of transactions that will be used to validate the functionality of a non-emergency software release (Change Management Notice Type 2 through 5). Each transaction in the test deck will be assigned a weight factor. Weight factors will be allocated among transaction types (i.e., Pre-Order, Order-Resale, Order-UNE, Order-Platform) and then distributed across specific transactions within a transaction type. The initial array of weights for the transactions is displayed in Appendix N. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then re-distributed across specific transactions within a transaction type.

The test deck will be executed by BA as follows. Within 1 business day following a non-emergency software release to production as communicated through Change Management, BA will begin to execute the test deck in production using training mode. Upon completion of the test, BA will report the test deck transactions that failed. A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

Metric PO-6-01 is defined as the ratio for non-emergency software releases of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

Emergency software releases.

Metric PO-6-01: Not more than 5%.

PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

PO-7 Software Problem Resolution Timeliness

This metric measures BA's resolution of "Production Referrals." "Production Referrals" are failed pre-order and order transactions reported by CLECs to the Help Desk or identified by BA by execution of the test deck, that were caused by BA code or documentation errors or omissions in non-emergency software releases (Change Management Notice Type 2 through 5) and that result in Type 1 changes (as defined in BA's Change Management Notice Plan). A transaction is defined as "failed" if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. A Production Referral will be deemed "resolved" when a change is implemented that corrects the BA code or documentation error or omission that is the basis for the Production Referral. Measured Production Referrals include only those Production Referrals reported by a CLEC to the Help Desk or identified by BA by execution of the test deck, within the 30 calendar days following implementation of the non-emergency software release that contained the code or documentation error or omission that is the basis for the Production Referral.

Metric PO-7-01 is defined as the ratio of Production Referrals resolved within target response intervals to the total number of Production Referrals.

- Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by BA by execution of the test deck, between 6:00 PM on Friday and 9:00 AM on Monday will be treated as received at 9:00 AM Monday.
- Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by BA by execution of the test deck, between 6:00 PM of the business day preceding a holiday and 9:00 AM of the first business day following the holiday will be treated as received at 9:00 AM on the first business day following the holiday.

Metric PO-7-01: 95% on-time according to schedule below.

Metrics PO-7-05 through 07: No standard.

Problem Resolution Timeliness Standard: Measured from time reported by CLEC to the Help Desk or identified by BA by execution of the test deck:

Change type	Timeliness standard:
• Pre-Order/Order Transactions failed, with no workaround	48 hours
• Pre-Order/Order Transactions failed, with workaround	10 calendar days

PO-7-01	% Software Problem Resolution Timeliness	
Calculation	**Numerator**	**Denominator**
	Number of Production Referrals resolved within timeliness standard.	Total number Production Referrals.

PO-7-05	Average Delay Hours – Software Resolution – Change – Transactions failed, no workaround	
Calculation	**Numerator**	**Denominator**
	Total number of delay hours (i.e., beyond the 48-hour standard) for identified software resolution changes associated with pre-order/order failures with no workaround.	Total number of delayed (i.e., beyond the 48-hour standard) identified software resolution changes associated with pre-order/order failures with no workaround (if total number = 0, then PO-7-05 value = 0).

PO-7-06	**Average Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Numerator**	**Denominator**
	Total number of delay days (i.e., beyond the 10-calendar day standard) for identified software resolution changes associated with pre-order/order failures with a workaround.	Total number of delayed (i.e., beyond the 10-calendar day standard) identified software resolution changes associated with pre-order/order failures with a workaround (if total number = 0, then PO-7-06 value = 0).
PO-7-07	**Average Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround**	
Calculation	**Numerator**	**Denominator**
	Total number of delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with pre-order/order failures with no workaround for Test Deck Transactions.	Total number of delayed (i.e., beyond the 48-hour standard) software resolution changes associated with pre-order/order failures with no workaround for Test Deck Transactions (if total number = 0, then PO-7-07 value = 0).

PO-8 Manual Loop Qualification

Measures the response time for the provision of loop qualification information when such information is not available through an electronic data base.

Weekend and Holiday Hours – Weekend Hours are from 5:00 pm Friday to 8:00 am Monday. Holiday Hours are from 5:00 pm of the business day preceding the holiday to 8:00 am of the first business day following the holiday. These hours are excluded from the elapsed time.

Metric PO-8-01: 95% within 48 Hours.
Metric PO-8-02: 95% within 72 Hours.

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• State

PO-8-01	**% On-Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Count of manual loop qualification requests where the time from receipt of request for manual loop qualification to distribution of loop-qualification information is less than or equal to 48 hours.	Number of Manual Loop Qualification transactions.
PO-8-02	**% On-Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Count of Engineering Record Requests where the time from receipt of Engineering Record Request to distribution of Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Function

PO-9 Percent Response Commitments Met (On-Time)

Definition:

This measures whether the ILEC has kept commitment in contracts, business rules or provided on the initial phone for a substantive answer to a CLEC question or final resolution of the CLEC's problem. Different intervals may be appropriate based on the severity of the issue with problems stopping the CLECs ability to access pre-order and ordering systems or address a severe customer problem (i.e. thousands of missing orders, confirmations or completions.)

Exclusions:

None

Performance Measures:

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Billing = 100% in 24 hours of request for information
- Pre-Ordering/Ordering Help Desk = 98% within response commitment provided by ILEC
- Other = 95% within response commitment provided by ILEC
- 100% within 3 business days.

ILEC must report on whether or not time committed to CLEC in contracts, separate agreements or at time of call are being kept by ILEC's support centers. For instance, if contract requires a response to a billing inquiry in 24 hours, then on-time responses would be those received within 24 hours after the CLEC places a query to the appropriate point of contact and compared to all the responses to billing queries due that reporting period. If an ILEC account representative promises a response in X amount of time, the metric would address whether that commitment was met compared with all the other committed answers due that month. The measurement would be equivalent to an Estimated Time to Repair or Repair Appointment Met metric applied to non-maintenance types of problems. Missed commitments are those days/hours between the time the response was due and the time the response was actually received. For ILEC retail measurement, time to respond to end user bill questions and other business office queries would be measured.

- All queries answered while the CLEC or ILEC retail customer is on the phone will be considered on time for this metric.
- Responses do not necessarily have to resolve issue but must provide additional information on the status of resolving the query. Any new response commitment provided during the partial response must be measured for on-time performance as well and will be counted as a new commitment.
- If CLEC poses more than one question on same call, ILEC may provide different response commitments for each query and measure each query separately.
- CLEC and ILEC may devise a priority rating system for measurement by which the CLEC will identify the type of query upon reaching a representative at the CLEC center and the type of response interval required for such a query. (i.e., questions regarding problems with an OSS gateway blocking order placement or pre-order queries may receive a higher priority than a question to explain a business rule that is not impeding order activity.)
- If ILEC is uncertain about whether response qualified as meeting the commitment interval, ILEC may seek CLEC agreement that response commitment has been met. Responses that no action has been taken yet on a query do not count as timely.

If a question is posed to the wrong center, the center receiving the query will direct the CLEC immediately to the appropriate center to respond to the question Otherwise start time begins with initial call.

Formula

Percent Response Commitments Met = _ [(Number of Response Commitments Met) / (Number of Responses Due in Reporting Period)] x 100

Report Dimensions:

• CLEC Specific	• Company (If dedicated representatives

• CLEC Aggregate • BA Retail • BA Affiliate	assigned to specific CLECs) • Each CLEC Help Desk/Support Center (PreOrder, Ordering, Billing, etc.) • Severity Type

Ordering (OR)

OR-1 Order Confirmation Timeliness

Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (DCAS) (or fax date and time stamp) and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 10 lines – with accounts that include more than 10 lines that must be rearranged will be treated as 10 lines or greater.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Trunks:

The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Inbound Augment (BA-to-CLEC) Trunks: Time begins with the date the CLEC sends a complete ASR electronically or Trunk Group Sizing Request via email or fax. The interval ends with the date the ILEC sends a FOC in response to a complete ASR or sends and ASR in response to a TGSR. Any queries regarding CLEC transmission should occur within five days. Neither queries nor negative responses should stop the clock for this metric if (1) the query is invalid and the CLEC request included all clearly required information and (2) the existing inbound trunks are operating at least at a 50% utilization level. BA will count the percent of requests receiving negative responses by reason (lack of facilities, need questioned, etc.)

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits" [iv] are not placed on Completed PON Master File.

(2) Bell Atlantic – Massachusetts also includes in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Bell Atlantic -MA's error in initial confirmation[v]. The measurements are based on confirmed orders. Also included are cancelled orders.

(13) If no order confirmations time exists due to a missing order confirmations, BA-MA will use the completion notification time.

Resale & UNE:

- BA Test Orders[2]
- Orders that are not completed or cancelled
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-01 and OR-1-02: SOP scheduled Downtime hours (Flow-through).
- SOP scheduled hours are as follows: Monday – Friday 12:30AM to 11:30PM; Saturday 12:30AM to 7:30PM; Sunday 7:30 AM to 11:30PM

Company:	Geography:
• CLEC Aggregate • CLEC Specific • BA Affiliate Aggregate • BA Affiliate Specific	• State

[2] BA Test Orders – see Glossary.

95% On Time according to schedule below.		
Resale:	Network Elements:	Interconnection Trunks
Electronically Submitted Orders: *POTS/Pre-Qualified Complex (combined data):* Flow-Through Orders: 2 Hours Orders with < 10 Lines: 24 Hours Orders with ≥ 10 Lines: 72 Hours *Complex Services(2 Wire Digital Service, 2 Wire xDSL Services)) (requiring loop qualification)* Orders with < 10 Lines: 48 hours Orders with ≥ 10 Lines: 72 Hours[vi] *Special Services:* Orders with < 10 Lines: 48 Hours Orders with ≥ 10 Lines: 72 Hours[vii] **Faxed/Mailed Orders**: Add 24 hours to above intervals	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* Flow-Through Orders: 2 Hours Orders with < 10 Lines: 24 Hours Orders with ≥ 10 Lines: 72 Hours *Complex Services(2 Wire Digital Service, 2 Wire xDSL Services)) (requiring loop qualification)* Orders with < 10 Lines: 48 hours Orders with ≥ 10 Lines: 72 Hours[viii] *Special Services:* Orders with < 10 Lines: 48 Hours Orders with ≥ 10 Lines: 72 Hours [ix] **Faxed/Mailed Orders**: Add 24 hours to above intervals	**Electronically Submitted Orders:** Firm Order Confirmation: ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Design Layout Record ≤ 192 Trunks: 11 Business Days > 192 Trunks: Negotiated Process Inbound Augment Trunks: ≤ 192 Trunks: 7 Business Days > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 Hours to intervals above

OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through)**[3]	
Products	*Resale:* • POTS/Pre-Qualified Complex	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-03	**Average LSRC Time < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP • Platform • 2 Wire Digital Services • 2 Wire xDSL Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 10 lines electronically submitted, by product group.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.

[3] BA will add the following types of orders if they flow-through: 2 Wire Digital Services requiring loop qualification, 2 Wire xDSL Services requiring loop qualification, and Special Services. However, manual intervention is currently required for these services for loop qualification or design.

OR-1-04	% On Time LSRC < 10 Lines (Electronic – No Flow Through)	
Products	*Resale:* POTS 2 Wire Digital Services 2 Wire xDSL Services Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3	*UNE:* Loop/Pre-Qualified Complex/LNP Platform 2 Wire Digital Services 2 Wire xDSL Services Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
OR-1-05	**Average LSRC Time ≥ 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* POTS/Pre-qualified Complex 2 Wire Digital Services 2 Wire xDSL Services Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3	*UNE:* Loop/Pre-Qualified Complex/LNP Platform 2 Wire Digital Services 2 Wire xDSL Services Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with 10 or more lines electronically submitted, by product group.	Total number of electronic LSRs for 10 or more lines, confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* POTS/Pre-qualified Complex 2 Wire Digital Services 2 Wire xDSL Services Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3	*UNE:* Loop/Pre-Qualified Complex/LNP Platform 2 Wire Digital Services 2 Wire xDSL Services Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for 10 or more lines, confirmed for specified product.
OR-1-07	**Average ASRC Time < 10 Lines (Fax)**	
Products	*UNE:* Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3	
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 10 lines submitted by fax, by product group.	Total number of faxed ASRs for less than 10 lines confirmed for specified product.
OR-1-08	**% On Time ASRC < 10 Lines (Fax)**	
Products	*UNE:* Specials (Non DS0, DS1 & DS3) Specials DS0 Specials DS1 Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed ASRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed ASRs for less than 10 lines confirmed for specified product.
OR-1-09	**Average ASRC Time ≥ 10 Lines (Fax)**	
Products	*UNE:* pecials (Non DS0, DS1 & DS3) pecials DS0 pecials DS1 pecials DS3	
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with 10 or more lines submitted by fax, by product group.	Total number of faxed ASRs for 10 or more lines confirmed for specified product.